The CACO Process: Delivering the BAD NEWS

Key Terms

- **Bereavement**
  - The loss of someone significant
- **Grief**
  - Emotional or affective response
- **Mourning**
  - The expression of grief or sorrow

Bereavement

- **Behavioral changes**
  - Crying
  - Agitation, restlessness
  - Preoccupation with the image of the deceased
  - Social withdrawal
  - Decreased attention and concentration
  - Mood changes
- **Physiological changes**
  - Sighing
  - Sleep disturbance
  - Decreased body weight

Chaplain's Goals And Objectives

- Provide compassionate pastoral care to families
- Extend compassionate pastoral care to service members involved in CACO

Be Compassionate

- Next of kin will be apprehensive, fearful
- You may also have strong emotions

Deliver News in Increments

- Why you are there
- Characterize the News
- State who the news is about
- Tell what happened
- Give bottom line

Family May Experience

- Apprehension
- Shock
- Wide-ranging reactions

Children

- May take cues from the parents
- May be afraid of you

Family May Demonstrate

- Anger
- Denial
- Grief

Ask Questions About The Deceased

- Shifts focus from grief
- Recalls pleasant memories
- Builds rapport for CACO

Be Patient

- Offer support
- Respect grief and privacy
- Establish calm environment

Always

- Offer to call others
- Give contact info
- Plan next visit

Phases Of Grief

- **First reactions are normally:**
  - Shock
  - Numbness
  - Bewilderment
  - A sense of disbelief-even denial of reality
  - Anger

Phases Of Grief

- Numbness turns to intense suffering
- Experience feelings of emptiness
- Repeated reminders of the dead person
- Dreams and even hallucinations that person is still alive
- Crying spells

Phases Of Grief

- Sadness and inability to feel pleasure
- Tenseness
- Restless anxiety may alternate with fatigue and lethargy

Mourning Customs

- Gift giving and receiving
- Feasting
- Social solidarity affirmation
- Supporting mourners

Expected The Unexpected

- Contributing factors
  - Sudden, unexpected death
  - Perceived lack of social support
  - Concurrent crises
  - Reduced material resources
- Experiences with initial responses to grief reactions from other CACOs.

Resources

- Chaplains and local clergy
- www.manpower.usmc.mil
  (Select Personal and Family Readiness then Casualty Assistance)
- www.chaplain.navy.mil
  (Select Ministry then Marine Corps then Instructions)
- www.lifelines.navy.mil
- MCCS One Source
  www.MCCSOneSource.com
- Fleet and family service centers
- Tricare counselors
- Local agencies
- Book: *Good Grief* by Granger E. Westberg

Chaplain Corps Funeral Support

- Complete Military Funeral Worksheet (per BUPERSINST 1730.10)
  - But do not go by instruction!
- **FOR NOW** - Fax Worksheet to MFR Chaplain at:
  - (504) 678-6665
  - DSN 678-6665

Self Care

- We must be aware of our own stories.
- Watch for transference and personalization.
- Be aware of our needs so that they do not get in the way of our work.
- *It is OK to get our needs met in the process, as long as we are aware of it and do not abuse.*

Questions?